

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ

Харківська національна академія міського господарства

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ТЕСТОВІ ЗАВДАННЯ

**з дисципліни “ Іноземна мова професійного спрямування”
(англійська мова) для організації практичної роботи студентів 1
курсу денної форми навчання спеціальності 6.030601 –
“Менеджмент готельного, курортного і туристського сервісу”**



Харків-2009

Тестові завдання з дисципліни “Іноземна мова професійного спрямування” (англійська мова) для організації практичної роботи студентів 1 курсу денної форми навчання спеціальності 6.030601 – “Менеджмент готельного, курортного і туристського сервісу”. /Укл. Маматова Н.В.- Харків: ХНАМГ, 2009. – 55 с.

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Рекомендовано кафедрою іноземних мов,
протокол № 6 від 22 січня 2009 р.

Introduction

These tests have been specially designed to provide essential practice for students specializing in **the Management of the Hotel, Resort and Tourist Service**.

They include

- 20 complete **Practice Tests** in Modern English Grammar and the vocabulary on the above-mentioned specialities.

The following tests are to change the attitude of both teachers and students to classroom activities. The teacher who brings these tests into the study is not depriving the students of language practice, but is, instead, providing a richer context for such practice. New vocabulary, which is topic-based and directly related to the hotel and tourism industry, is generally introduced through the source materials.

These tests can be used for self-study, to check language and to offer a diagnostic for the students' language development.

All the students can be directed to **the Wordlist**.

TEST 1

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. What is the hospitality industry? To many people who are relatively unfamiliar with the industry this term can be vague and, they aren't really sure what businesses are part of the **'hospitality industry'**.

- (A) precise
- (B) imprecise
- (C) accurate
- (D) exact

2. Is it an industry where hospitality is not a part of the business but is the very essence of the business?

- (A) merely
- (B) easily
- (C) simply
- (D) really

3. The hospitality industry of those businesses which practice the act of being hospitable; those businesses which are characterized by generosity and friendliness to guests.

- (A) was comprised
- (B) will be comprised
- (C) is comprised
- (D) had been comprised

4. We will focus four businesses that comprise the major segments of the industry: food service, lodging, travel, and recreation.

- (A) to
- (B) on

(C) of

(D) in

5. These four huge business segments of the national and international economy are part of the hospitality industry, the term 'hospitality' links these businesses together – it is a common bond they all share.

(A) indisputably

(B) extremely

(C) unquestionably

(D) infinitely

6. We can see that each of these four major segments has several smaller components, for example, lodging luxury hotels, hotels, all-suite hotels, etc.

(A) encompasses

(B) encloses

(C) envelops

(D) involves

7. The Guest Services Department you see in hotels are made up of the Bellman staff, and the Doorman staff.

(A) more

(B) many

(C) most

(D) much

8. Depending the size of the hotel included in the Guest Services Department you may also add, the Concierge Department, Transportation Department, and Parking Valets.

(A) upon

(B) to

(C) of

(D) –

9. In larger hotels,, arriving guests are met by a doorman who unloads their car, or taxi, and arranges for garaging, if needed.

- (A) in fact
- (B) for example
- (C) for a fact
- (D) in actual fact

10. After the guest is registered, the front desk clerk will usually have the guest accompanied by a to handle his luggage and take him to the room.

- (A) concierge
- (B) cook
- (C) bellman
- (D) housekeeper

TEST 2

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. For most of us a hotel or motel is characterized its Rooms Division.

- (A) by
- (B) with
- (C) of
- (D) for

2. Even if a given hotel enjoys a greater dollar volume in food and beverage than in room sales it is because rooms are sold there that make it a business enterprise.

- (A) sole
- (B) single
- (C) unitary
- (D) unique

3. The Rooms Division is the key to the success of the hotel; on the average it is responsible for more than of all hotel operating revenues.

(A) one and a half

(B) half-and-half

(C) two and a half

(D) three and a half

4. The mission of the Rooms Division see that guests are efficiently and comfortably lodged during their stay at the hotel.

(A) am to

(B) is to

(C) are to

(D) were to

5. this purpose the Rooms Division is further divided into three departments: Front Office, Uniformed Service, and Housekeeping – each with its special function.

(A) To achieve

(B) To be achieving

(C) To be achieved

(D) To have been achieving

6. The title of the person responsible for the operation of the Rooms Division may vary from hotel to hotel.

(A) smooth

(B) straight

(C) plain

(D) even

7. Some hotels have a Rooms Division Manager; in others the Executive Assistant Manager or the Resident Manager may have the

(A) irresponsibility

(B) instability

(C) responsibility

(D) lack of coordination

8. When many people think of entering the hotel industry they picture themselves working in the front office area, meeting and greeting guests – perhaps adorned with a white carnation and wearing morning

(A) attire

(B) frock

(C) dress

(D) gown

9. Although carnations and morning outfits existed mostly in the past it is a primary function of front office personnel to greet the guests, have them register; and assign them a room.

(A) soon

(B) there

(C) here

(D) still

10. The functions of reception, registration, and assignment may vary in character from hotel to hotel – depending on size and degree of luxury – but they are necessary components of every front office operation.

(A) two

(B) three

(C) four

(D) five

TEST 3

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. If the hotel has a Concierge Department it works with the bell staff in providing the needed assistance to make the guest's stay more pleasurable.

(A) hand in hand

(B) on every hand

(C) on the one hand

(D) on the other hand

2. For example, the Concierge Department at some hotels operate a specialty floor or a group of rooms with upgraded amenities; complimentary hors d'oeuvres, a lounge on that floor, and other VIP amenities

(A) at cost

(B) at an extra cost

(C) at all costs

(D) at no extra cost

3. The Concierge Department will also assist the guest anything from arranging restaurant reservations, obtaining tickets to local attractions, and helping with information pertaining to the city.

(A) for

(B) with

(C) at

(D) in

4. Food service are generally broken down into two categories; general workers and administration.

(A) employees

(B) employers

(C) clerks

(D) entrepreneurs

5. The 'Front of the House' will include – waiters, waitresses, counter people who serve food, bartenders who create and serve drinks; dining room attendants who clean tables, remove soiled dishes and for future use.

(A) set aside

(B) set back

(C) set up

(D) set in

6. Janitors and porters are other necessary positions within this group and are needed the operation, floor, and equipment clean and in good working condition.

(A) to keep

(B) to support

(C) to maintain

(D) to back up

7. There is a continued of these employees, which has a tendency to confuse the terms in a small operation.

(A) system

(B) position

(C) type

(D) hierarchy

8. The second group of workers in the food service area as administration and encompasses all of these employees who deal with the management of the employees who process, and service the food product.

(A) can be classified

(B) could be classified

(C) may be classified

(D) might be classified

9. We can also have these same types of positions by a production manager, service manager, banquet manager and service supervisors.

(A) having filled

(B) filling

(C) being filled

(D) having been filled

10. This leads a hierarchy of assistant food and beverage directors, to the top position of food and beverage director, and to district manager for chains and conglomerates.

(A) on

- (B) of
- (C) off
- (D) to

TEST 4

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. Tour companies are firms which organize and arrange the of a group travel experience.

- (A) areas
- (B) components
- (C) pieces
- (D) parts

2. A tour company offers tours to a variety of destinations for different lengths of time at various prices and at selected times during the

- (A) day
- (B) year
- (C) month
- (D) week

3. An example would be a tour company which arranges all of the necessary travel suppliers for a group wishes to visit the major capitals of Western Europe.

- (A) that
- (B) who
- (C) what
- (D) which

4. Such a tour transportation, hotels, meals, local transportation and sightseeing services.

- (A) will include
- (B) would include
- (C) should include
- (D) shall include

5. People taking tour would pay a fixed price for the tour.

- (A) the
- (B) a
- (C) an
- (D) –

6. They would assemble at a given point at an airline counter at a major gateway city and meet their escort who would be accompanying them on the tour.

- (A) as such
- (B) such as
- (C) such and such
- (D) and such

7. The cost is stated and the tour brochure the travel services that are included for this price.

- (A) lists
- (B) listing
- (C) listed
- (D) list

8., the prospective customer can determine the approximate total cost in advance.

- (A) However
- (B) But
- (C) Sometimes
- (D) Thus

9. Tour companies are often called ‘wholesalers’ because they usually sell their tours travel agents.

- (A) through

- (B) to
- (C) due to
- (D) by means of

10. The travel agent is paid a for each tour sold.

- (A) tip
- (B) dividend
- (C) commission
- (D) charge

TEST 5

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. The physical appearance and layout of guest rooms and public spaces of most competing hotels are similar enough so that the average guest finds it hard to choose one hotel another.

- (A) over
- (B) from
- (C) between
- (D) about

2. We know, of course, that this is not true: architectural and location differences can give some hotels distinct and, in a few cases, even lasting advantages over their competition.

- (A) utterly
- (B) partly
- (C) partially
- (D) entirely

3. Thus, relatively small price differences cause consumers to switch from one producer to

- (A) other
- (B) all
- (C) another
- (D) both

4. Since each producer of a commodity (like wheat) is producing essentially the same thing, consumers have little incentive to choose one producer's product from another's – except for

- (A) price
- (B) cost
- (C) value
- (D) worth

5. If large numbers of consumers are indifferent to one hotel (or of hotels) over another, then the competitors have little choice but to compete for the consumer's business on the basis of price.

- (A) network
- (B) series
- (C) chain
- (D) sequence

6. In such a the competitor who wins will be the lowest-cost, most efficiently-run hotel.

- (A) contest
- (B) competition
- (C) event
- (D) emulation

7. To compete on the basis of price does not mean that prices need be

- (A) low
- (B) high
- (C) considerable
- (D) enormous

8. Hotels are designed to certain market segments (for example, business travellers, vacationers, or conventioners).

(A) to appeal

(B) to address

(C) to answer

(D) to be attractive

9. While the roadside budget inn's market may dictate a \$ 25 to \$ 30 per night room rate, the downtown transient business hotel may need a room rate of \$ 90 to \$110 to break

(A) in two

(B) even

(C) in pieces

(D) forth

10. The point is, within each hotel market segment, there may be many guests who see little difference between competing hotels and one over the other mostly on the basis of price.

(A) would be choosing

(B) will be choosing

(C) would choose

(D) will choose

TEST 6

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. The first thing that comes to mind when you think of the business is the large downtown luxury hotel or the lavish resort hotel.

(A) lodging

(B) small

(C) volume

(D) big

2. two types of lodging establishments are a significant factor in the lodging business, but these are only two of many varied types of lodging operations.

(A) This

(B) That

(C) These

(D) Those

3. The lodging business is diverse than most people realize and it seems that each year brings more diversity and specialization in satisfying market needs.

(A) more or less

(B) much more

(C) too much

(D) more and more

4. For example, a hundred years there were basically two types of lodging establishments for travellers: 1) the exclusive and posh hotel for those of the upper class, and 2) the modest rooming house for all other travellers.

(A) ago

(B) since

(C) just

(D) already

5. There was little choice for those who, whereas today the traveller is faced with a myriad of hotels, motor hotels, budget motels, and others to choose from.

(A) travelled

(B) were travelling

(C) was travelling

(D) travels

6. But even with this much choice today lodging establishments still serve the public similarly by providing overnight accommodation from home.

- (A) near
- (B) close by
- (C) away
- (D) in the distance

7. Whether we are talking about a high priced luxury hotel in a large metropolitan city or a college dormitory in a small isolated location, each is providing temporary lodging away from a residence.

- (A) temporary
- (B) permanent
- (C) provisional
- (D) constant

8. With the differences, similarities, and continual growth in the types of lodging establishments, it is difficult to clearly distinguish between them at times, or to identify every type of facility available in one

- (A) copy
- (B) listing
- (C) roll
- (D) inventory

9. However, let's attempt to point some differences between lodging operations.

- (A) to
- (B) out
- (C) on
- (D) at

10. We can provide some fundamental guidelines for categorizing various types of operations and give the beginning student a for further study and understanding.

- (A) basis
- (B) base
- (C) foundation
- (D) reason

TEST 7

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. The travel business for many years has been thought to be more than another retail outlet in a block of stores.

(A) anything

(B) something

(C) nothing

(D) –

2. However, for one who studies this field, a wider horizon awaits you than just a agency.

(A) commercial

(B) travel

(C) advertising

(D) collection

3. Although, a number of positions by good clerical help with specialized experience, the travel major with an associate degree should be able to look at other areas such as ticket agent, reservationist, tour leader, tour operator, program specialist, interpreters, or translators and assistants to other areas such as convention centre/civic centre manager.

(A) had been learnt

(B) would be learnt

(C) could be learnt

(D) can be learnt

4. Those with a Bachelor degree in the area of tourism, hospitality, marketing, or entrepreneurialism with a travel minor could bright careers in the area of

meeting/conference planners, business travel specialists, tour wholesalers, tour bureau managers, and destination development specialists.

- (A) look at
- (B) look around
- (C) look toward
- (D) look for

5. These positions are from a wide variety of sources such as convention bureaus, tourism bureaus, travel agencies, travel wholesalers, Chamber of Commerce, cruise ships, airlines, car rental companies, bus companies, resorts association, college, government agencies, tour operations, parks, bus firms/corporations, civic centres and hotels.

- (A) available
- (B) admissible
- (C) unacceptable
- (D) unavailable

6. There is a need to develop knowledge of these positions which are available in both the public and private sector.

- (A) chief
- (B) urgent
- (C) general
- (D) universal

7. In the international arena, tourism and development of tourism, is a powerful force that can be utilized by underdeveloped countries to generate wealth necessary to compete in today's international arena.

- (A) economic
- (B) political
- (C) labour
- (D) physical

8. This development of tourism means there will be greater and greater use of the 'tripartite plus one' this being government, private sector (hotel and restaurant), the

people and the plus one of education to bring a stable economy and an environment that will attract tourism and economic change.

(A) up

(B) in

(C) about

(D) together

9. The need for all parts to be aware of the 'cultural gaps' and 'sacred cows' and to develop areas that bring about the best of is a challenge for the best economist, environmentalist, educator, and politician.

(A) all

(B) each

(C) every

(D) both

10. This represents some of the best challenges for the future and represents the areas where the will find its best growth.

(A) Department of Trade and Industry

(B) agro-industry

(C) heavy industry

(D) Hospitality Industry

TEST 8

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. The term 'hospitality industry' a very broad spectrum of individual businesses, including hotels and motels, travel agencies, and visitor attractions, to name but a few.

(A) encompasses

- (B) takes in
- (C) copes with
- (D) comprises

2. All of these varied businesses have in common the fact that their 'product' is a complex of physical, social and emotional components.

- (A) medley
- (B) miscellany
- (C) mixture
- (D) blend

3. The product of a restaurant is much more than the food on a plate; also included are the physical atmosphere, cleanliness and a feeling of service employee competence and

- (A) attention
- (B) care
- (C) solicitude
- (D) concern

4., the modern hotel must offer its guest more than a bed; it is a sanctuary of physical and mental comfort, a home away from home.

- (A) So far
- (B) So too
- (C) Every so often
- (D) So long as

5. Citing the restaurant again, the experience of fine food on a plate will be destroyed if the bathrooms are filthy, the waiter is or the people at the next table have a fight.

- (A) grouchy
- (B) cordial
- (C) affable
- (D) thoughtful

6. Every facet of the hospitality industry provides a product that requires the proper mixture of elements.

- (A) the same
- (B) identical
- (C) similar
- (D) diverse

7. The product of any hospitality business is comparable to a properly prepared food, the main ingredient is necessary but not sufficient: a piece of alone does not make beef stew.

- (A) beef
- (B) pork
- (C) mutton
- (D) veal

8. Other in exact proportions and precise preparation techniques are needed.

- (A) components
- (B) constituents
- (C) parts
- (D) ingredients

9. In many cases some of the ingredients are not separately identifiable in the finished product, they have blended in to the point of being

- (A) indistinguishable
- (B) imperceptible
- (C) noticeable
- (D) distinguishable

10., without all of the ingredients, 'something' would be missing.

- (A) But
- (B) Nevertheless
- (C) Though
- (D) But then

TEST 9

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. The personal concern one shows for the guest and ability to anticipate a customer's needs, subtle but in every employee action, mark the difference between an average operation and a success-oriented enterprise.

- (A) plain
- (B) explicit
- (C) clear
- (D) evident

2. Courtesy is 'secret ingredient' of all hospitality service.

- (A) the
- (B) a
- (C) an
- (D) –

3. Perhaps the best way to begin a discussion of courtesy is to one's own experience in restaurants, hotels, airline terminals and other hospitality service operations.

- (A) recall
- (B) forget
- (C) leave behind
- (D) recapture

4. The food, room, transport or other service/product exist without courtesy but courtesy is the ingredient that makes the experience pleasingly memorable.

- (A) must
- (B) can
- (C) may

(D) should

5. Without courtesy one is a customer rather than a guest, a consumer rather than a, a number rather than a person.

(A) patron

(B) VIP

(C) entrepreneur

(D) boss

6. It that courtesy in the hospitality industry came very close to being a 'dead' issue.

(A) can be recognized

(B) must be recognized

(C) may be recognized

(D) should be recognized

7. A frightening number of opinion polls documented the belief management, employees and customers that service was a thing of the past, and that decreased customer satisfaction was the price we must pay for increased availability and economic efficiency.

(A) between

(B) among

(C) in the middle of

(D) amidst

8. The loss was variously blamed on the attitude of the, the ignorant demands of the guest, and/or the profit motive of the manager.

(A) employee

(B) employer

(C) principal

(D) patron

9. It was possible, thanks to technology, to feed hundreds of people, obtain food cost and occupancy statistics for a property in minutes, make reservations around the

world in, preserve food indefinitely, the numerous other miracles unheard of only a few years ago.

- (A) days
- (B) hours
- (C) seconds
- (D) minutes

10. It that the industry's love affair with technology led to a confidence that all human contact between the guest and the employee could be eliminated thus solving the problem of courtesy once and for all.

- (A) might be said
- (B) may be said
- (C) can be said
- (D) must be said

TEST 10

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. If one to ask the typical hospitality executive to express his or her opinion as to the place of law in the conduct of managerial responsibilities, the response might well be: 'Law is a necessary evil'.

- (A) was
- (B) were
- (C) be
- (D) –

2. On the one hand it overwhelms me with regulatory paperwork that needlessly my costs of doing business.

- (A) decreases

(B) increases

(C) lowers

(D) reduces

3. On the other hand it exposes me to liabilities that make my insurance carrier and my attorney silent partners in my operation and expensive ones at that.

(A) illegal

(B) illicit

(C) unlawful

(D) legal

4. Between the pressures of government regulation and legal responsibilities to my guests and patrons, I feel helpless, at the mercy of forces I cannot understand, let alone control.

(A) totally

(B) partly

(C) partially

(D) absolutely

5. Compliance is driving me up the

(A) wall

(B) post

(C) pole

(D) pillar

6. This private sense of resignation does not reflect for law but rather an institutional gut reaction that law is an adversary, not a friend.

(A) respect

(B) esteem

(C) disrespect

(D) admiration

7. First off, some historical reflections are put the problem into proper perspective.

(A) in order to

(B) on order

(C) in order that

(D) out of order

8. The hospitality industry is a highly sophisticated complex economic entity serving a vast number of consumers and employing a very large number of individuals.

(A) any day now

(B) today

(C) this morning

(D) tonight

9. It is no longer a business serving a limited commercial clientele, but provides an ever increasing number of Americans with facilities devoted to leisure activities that meet an expanding list of

(A) events

(B) responsibilities

(C) beliefs

(D) expectations

10. With this growing expansion of services must come an expanding set of legal responsibilities to those that we invite our premises and from whom we exact a charge for what we choose to provide.

(A) to

(B) for

(C) out

(D) on

TEST 11

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. What are responsibilities?

- (A) this
- (B) that
- (C) these
- (D) those

2. First, as industry that serves the public at large, we have a duty to offer our services to the widest public membership consistent with our right to protect our premises and reputation from harm and our duty to protect other invitees already on the premises from injury or loss.

- (A) an
- (B) a
- (C) the
- (D) –

3. To the degree that we operate a private business, it might seem to impose such a duty, since our business is not regulated like similar public service industries, i.e., air carriers and public utilities.

- (A) unfair
- (B) fair
- (C) just
- (D) equitable

4. The explanation is

- (A) historical
- (B) social
- (C) political
- (D) juridical

5. The origins of the lodging side of our industry developed in a medieval English climate of crime, out of which the wayside inn was a place of refuge for the traveller, a stranger far from home in need of protection.

- (A) at sea

(B) up the river

(C) on the highways

(D) down the river

6. The traveller who was denied admission was marked robbery at best and death at worst.

(A) for

(B) of

(C) with

(D) by

7. This basic need for survival caused the law to impose the overriding duty upon innkeepers to open their doors to all comers without discrimination, the traveller was in a fit condition and able to pay and the house was not full.

(A) so long as

(B) before long

(C) long before

(D) long after

8., the tavern keeper, serving local inhabitants, was able to pick and choose his customers at will, since such patrons presumably knew the risks of the road and voluntarily assumed them.

(A) Correspondingly

(B) In conformity (with)

(C) In accordance (with)

(D) In compliance (with)

9. Today this distinction in admissions responsibility is being re-examined and replaced with a formula giving all hospitality operators the right to establish and enforce reasonable house rules this subject.

(A) of

(B) for

(C) on

(D) at

10. No definition of reasonableness exists to cover all premises, the law recognizes the fact that reasonableness depends on the type, class and size of each establishment.

- (A) so much so that
- (B) since
- (C) so as to
- (D) as good as

TEST 12

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. Control is the important management function that ensures a hotel's goals and standards are met.

- (A) final
- (B) primary
- (C) original
- (D) initial

2. In this regard it is important to remember that control is action oriented and also oriented toward the

- (A) future
- (B) past
- (C) present
- (D) reality

3. As the results of an activity become known, they to goals and standards.

- (A) are compared
- (B) were compared
- (C) were being compared
- (D) would be compared

4. If the variance between results and goals is unacceptably large, management intervene to bring the activity back into control.

- (A) should
- (B) ought to
- (C) must
- (D) may

5. Feedback control can be an effective strategy when a particular business operation repeats and when results can be objectively measured.

- (A) herself
- (B) himself
- (C) yourself
- (D) itself

6. Control tactics can be classified according the particular object of the control.

- (A) with
- (B) to
- (C) as
- (D) –

7. In the case of feedback-control systems, the object is the result of some activity.

- (A) being controlled
- (B) having controlled
- (C) controlling
- (D) having been controlled

8. Another tactic relies control of the specific actions of a hotel's employees.

- (A) on
- (B) of
- (C) for
- (D) in

9. Circumstances dictate what type of control strategy is most appropriate since has its strong and weak points.

- (A) each
- (B) every
- (C) either
- (D) neither

10. In some circumstances it is difficult to accurately measure outcomes, and knowledge of the most desirable kinds of specific actions is

- (A) low
- (B) great
- (C) real
- (D) detailed

TEST 13

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. An independent businessman may the fact that his success is tied to that of the parent company and that there is limited personal identity.

- (A) resent
- (B) greet
- (C) salute
- (D) hail

2. There must also exist a plan to and train franchisees in operational methods and policies.

- (A) educate
- (B) bring up
- (C) cultivate
- (D) foster

3. The franchisor must establish a fair selection process, maintain territorial rights and enforce the franchise agreement on behalf of franchisees.

- (A) both
- (B) some
- (C) several
- (D) all

4. For the right to use a concept a franchisee must maintain set standards of operation and promptly make payment of

- (A) royalties
- (B) fees
- (C) customs
- (D) fines

5. The decision to accept a franchise must be serious and the franchisee must communicate openly and on the timetable agreed upon the contract.

- (A) by
- (B) about
- (C) to
- (D) with

6. The services most notable when considering franchise are the financing and equity assistance and the process of site selection and planning.

- (A) a
- (B) an
- (C) the
- (D) –

7. Other services deserve consideration,, and have bearing on the final decision.

- (A) however
- (B) sometimes
- (C) therefore
- (D) somewhat

8. Initially, the perspective franchisee should evaluate the assistance offered by the franchisor for site selection, feasibility study if necessary, project costing, and plan specifications (restaurants typically have architectural requirements while motor inns have more flexibility).

- (A) inaccurate
- (B) inexact
- (C) stringent
- (D) inexpedient

9. Advisory services relative to financing include assistance in making the presentation to the lenders and in developing guidelines for financing.

- (A) must
- (B) should
- (C) can
- (D) may

10. Equity availability for restaurant franchises requires that the franchisees have sources of capital, while hotel development may involve outside interests the larger capital requirement.

- (A) due to
- (B) because of
- (C) instead of
- (D) in case of

TEST 14

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. The business begins with idea which will meet the needs of the buying public.

- (A) an

(B) the

(C) a

(D) –

2. The entrepreneur tests the product or service and refines the system in several operating

(A) subdivisions

(B) sections

(C) units

(D) areas

3. If a more extensive market expansion and a quicker penetration are desired, the entrepreneur may turn to

(A) a franchise

(B) a franchisor

(C) a franchisee

(D) franchising

4. By selling franchises to others the franchisor will expand the business and receive an additional source of operating

(A) stocks

(B) funds

(C) shares

(D) securities

5. The new franchisees will help share the expense of advertising and promotion of the product or service and will benefit by being part of a larger and proven system.

(A) in

(B) at

(C) to

(D) of

6. The franchisor prepares a ‘disclosure statement’ which is made available to those who in purchasing a franchise.

(A) must be interested

(B) can be interested

(C) may be interested

(D) might be interested

7. The purpose of the disclosure statement is to give information to the prospective franchisee concerning those who are offering the franchise and the of the business.

(A) character

(B) disposition

(C) type

(D) nature

8. It will describe the business background of the officers of the franchising corporation, give information relating to the financial stability of the organization, discuss the nature of the franchisor – franchisee relationship and outline the initial and continuing assistance to the franchisee.

(A) to be given

(B) to be giving

(C) to have given

(D) to have been given

9. Past or present litigation in which the franchisor will be explained in the disclosure.

(A) has been involved

(B) had been involved

(C) would be involved

(D) would have been involved

10. Several states have required the disclosure statement to be file with the state department of commerce.

(A) in

(B) for

(C) on

(D) at

TEST 15

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. Once an offer to purchase a franchise is made by an investor and accepted by the franchisor, a contract

- (A) is signed
- (B) is printed
- (C) is read
- (D) is produced

2. This the legal document which binds the franchisor – franchisee business relationship.

- (A) become
- (B) became
- (C) becomes
- (D) had become

3. The contract may be made for the operation of units in a particular geographical or market area, the number of units, and the length of the contract.

- (A) to develop
- (B) to have developed
- (C) to have been developed
- (D) to be developed

4. In the case of a lodging franchise, the contract will identify the number of rooms to be constructed the property and the related services to be offered.

- (A) on
- (B) in
- (C) for
- (D) at

5. The cost of the franchise and subsequent royalty and fees to be paid are also stated in the

- (A) contract
- (B) agreement
- (C) treaty
- (D) pact

6. The initial cost of a restaurant franchise may range from \$5,000 to \$40,000, some are considerably higher, with the average being \$21,000.

- (A) moreover
- (B) however
- (C) additionally
- (D) although

7. The initial term may be between 5 and years and may be renewed at the pleasure of both parties.

- (A) 10
- (B) 15
- (C) 17
- (D) 20

8. The disclosure statement and contract are two vital sources of information used in helping to define the franchisor – franchisee

- (A) relationship
- (B) kinship
- (C) link
- (D) bond

9. They in developing an understanding as to the services and responsibilities of the franchisor.

- (A) rescue
- (B) assist
- (C) relieve
- (D) succour

10. The documents also explain the operational and performance expectations and responsibilities of the franchisee.

- (A) two
- (B) three
- (C) four
- (D) five

TEST 16

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. In addition to the initial costs of the franchise, the operator is required to pay a 'royalty' to the franchisor based on

- (A) delayed sale
- (B) lost sale
- (C) sales
- (D) slow sale

2. However, for some ice cream stores, the requirement is to purchase ice cream from the franchisor, but pay royalty fee.

- (A) no
- (B) some
- (C) any
- (D) –

3. The fee may range from 2 per cent to 11.5 per cent of sales for restaurants.

- (A) gross
- (B) daily
- (C) conditional
- (D) bargain

4. lodging establishments the royalty ranges from 1.5 per cent to 5 per cent of gross room sales.

- (A) In
- (B) At
- (C) For
- (D) With

5. The amount of these fees is in the contract, as well as the payment date which is usually weekly or monthly.

- (A) stipulated
- (B) fixed
- (C) conditioned
- (D) caused

6. For this fee the franchisor provides visits by company field operations personnel who will review the operations and make suggestions for improvement.

- (A) unvarying
- (B) routine
- (C) ordinary
- (D) conventional

7. The franchisor also recommend new products or services, new equipment, and decor changes to maintain the desired image of the franchise.

- (A) can
- (B) must
- (C) may
- (D) should

8. The franchisee will be required to pay for the new equipment and the changes in the building design and decor to maintain this desired

- (A) image
- (B) manner
- (C) mode
- (D) appearance

9. The purpose of the advertising fee is to develop new advertising campaigns, promotional material, and programmes.

(A) application

(B) public relations

(C) wellness

(D) training

10. The money contributed to this fund may also be used a local market cooperative advertising programme.

(A) to support

(B) to keep up

(C) to maintain

(D) to back up

TEST 17

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. In response to the activity in franchising the government regulation

(A) increases

(B) would increase

(C) is increasing

(D) was increasing

2. With the trend toward regulation comes the formation of industry trade associations, which have initiated lobbying activities of franchisors.

(A) on behalf

(B) for the most part

(C) on the part

(D) in the name

3. The associations have also contributed the professionalism, education and awareness of franchisors about their industry.

(A) to

(B) for

(C) in

(D) into

4. Prerequisites for franchising a strong financial structure and a concept which can be easily duplicated.

(A) was

(B) were

(C) are

(D) is

5. Greater expansion possibilities with lower capital investment become to the franchising company.

(A) available

(B) useful

(C) admissible

(D) acceptable

6. The company can manage as many as times more properties with the same staff.

(A) one to two

(B) two to three

(C) three to four

(D) four to five

7. Greater utilization of capital leading to expansion and utilization of management skills are important reasons to franchise.

(A) high

(B) higher

(C) highest

(D) lofty

8., higher total income becomes available sheer through increased numbers of units, as well as collection of fees and royalties and sale of supplies to those units.

(A) Thus

(B) However

(C) But

(D) Moreover

9. Relationships improve as well, notably labour relations, increased motivation on the part of the general managers and a high degree of community acceptance the manager is a local person.

(A) as far as

(B) so far as

(C) since

(D) in so far as

10. A major disadvantage may be the high initial cost of starting a franchise system, highlighted the amount of legal transactions necessary, which will result in costly contracts, equipment leases and suits.

(A) by

(B) with

(C) because of

(D) through

TEST 18

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. One area employment students of hospitality often overlook is that of personnel management, or human resources.

(A) in

(B) for

(C) of

(D) to

2. Because of the of hospitality with its high turnover rate, the job of human resources director is a vital one in making an entire operation run properly.

(A) nature

(B) essence

(C) character

(D) type

3., a human resources director should like people.

(A) For one thing

(B) Above all

(C) Over and above

(D) For the most part

4. 'Human resources' is another way of saying 'people', and dealing with people is at the core of the human resources director's job.

(A) just as

(B) just

(C) just then

(D) just about

5. Probably the next most important qualification is being able to communicate well, since good communication is key everything human resources directors do.

(A) to

(B) for

(C) in

(D) at

6. Human resources directors be highly trained with a strong educational background in human resources work or labour management.

(A) may

(B) ought to

(C) can

(D) must

7. A degree from a four-year college or university is almost always required, and a master's degree increasingly necessary.

(A) is becoming

(B) was becoming

(C) will be becoming

(D) would be becoming

8. Learning to use a computer is an essential requirement since the computer provides the practical way to analyze the various labour statistics efficiently.

(A) sole

(B) unique

(C) singular

(D) only

9., human resources directors do not have prior hospitality experience.

(A) Often

(B) Far apart

(C) Rarely

(D) Sparsely

10. When that's the case, they must learn much about the industry while they work their job.

(A) at

(B) with

(C) in

(D) on

TEST 19

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. The way to ascertain what you have to offer is to make a list of your experience and your assets.

- (A) simple
- (B) simpler
- (C) simplest
- (D) –

2. with an honest assessment of your education, skills, and jobs.

- (A) Begin
- (B) Begins
- (C) Having begun
- (D) Beginning

3. Include dates of employment and contact names, but more important, write down your achievements – not only what you, but also what the long-range effects of your accomplishments have been.

- (A) have done
- (B) had done
- (C) will have done
- (D) would have done

4. However, in recent years, an increasing of hospitality students have chosen to pursue general business degrees.

- (A) quantity
- (B) amount
- (C) number
- (D) total

5. Business is, after all, about getting things done, and results are of your labour.

- (A) proof
- (B) evidence
- (C) demonstration
- (D) test

6. Learn to quantify your achievements – translate them statistics.

- (A) to
- (B) in
- (C) into
- (D) at

7. On your list include information about school, offices you've held in organizations or clubs, sports activities, awards, interests, hobbies, and anything else you can

- (A) come up with
- (B) come through
- (C) come-and-go
- (D) come on

8. You can edit the list later when you begin to write your

- (A) abstract
- (B) summary
- (C) presentation
- (D) resume

9. Remember to focus the results from your actions.

- (A) on
- (B) at
- (C) to
- (D) into

10. Don't overlook the seemingly things.

- (A) considerable
- (B) important
- (C) significant

(D) small

TEST 20

STRUCTURE AND WRITTEN EXPRESSION

Directions: In this part each problem consists of an incomplete sentence.

Below the sentence are four choices marked (A), (B), (C), and (D). You should find the one choice which best completes the sentence.

1. More and more in the hospitality industry, postsecondary education is required to obtain a

(A) prize

(B) bonus

(C) job

(D) bounty

2., most experts and industry professionals agree that a Bachelor of Arts in hotel and restaurant administration (or a liberal arts degree coupled with hotel experience) is a must for hospitality managers.

(A) In fact

(B) For example

(C) As a matter of fact

(D) In (actual) fact

3. A degree earned by taking courses in administration, accounting,, data processing, hotel maintenance and engineering, food service management, and catering, is often the first stepping-stone to a management career.

(A) psychology

(B) ecology

(C) ethics

(D) economics

4. Many graduates begin their careers as trainee assistant managers and much more quickly than those who work their way up through the ranks.

- (A) are being promoted
- (B) are promoted
- (C) were being promoted
- (D) were promoted

5. Large operations typically cultivate management with on-the-job training programmes and tuition reimbursement.

- (A) talent
- (B) gift
- (C) ability
- (D) quality

6. Although not required, certification programmes offered by several associations, such as the American Hotel and Motel Association or the Educational Foundation of the National Restaurant Association, also can a person's credibility as a qualified manager.

- (A) strengthen
- (B) heighten
- (C) reinforce
- (D) enhance

7. A broad array of hospitality programmes is available, offering instruction in everything from hotel and restaurant management to travel and tourism, food preparation (from cutting to fine French cooking), food service management, beverages, nutrition, catering, club management, meetings planning, and institutional management.

- (A) spices
- (B) fruit
- (C) meat
- (D) vegetables

8. Not everyone enrolls in a hospitality programme enters the programme directly after graduating from high school.

- (A) that

(B) who

(C) which

(D) –

9., gaining international experience by studying abroad or working in an overseas internship programme can give hospitality students an advantage.

(A) However

(B) Sometimes

(C) In addition

(D) In conclusion

10. a person chooses, however, there are specific steps to follow to get a job.

(A) Whatever

(B) No matter what

(C) Everything

(D) Anything that

11. Finding the job starts with *you* – you need to determine what you want and what you have to offer.

(A) particular

(B) specific

(C) well-paid

(D) right

WORDLIST

abroad outside the home country

accommodation a room or building to stay or live in

amenity something which is provided for people's convenience, comfort or enjoyment, e.g. a restaurant, sports complex

attraction something that people go to for interest or enjoyment, e.g. a famous building, natural beauty spot

Bed & Breakfast accommodation, usually in a private home, which includes breakfast

book to reserve the use of a service, e.g. a train, a hotel room

catering the provision of food and drink for large numbers of people

charter to hire transportation, e.g. a plane, a boat, for use by a particular group

check in to register at a hotel or for a flight

check out to pay for accommodation when leaving it

commodity something that is sold for money, e.g. food, clothing

cruise a holiday spent travelling on a ship

destination the place to which someone is going

excursion a short journey that is organized by a holiday company to a place of interest

facilities buildings, equipment or services provided for a particular activity or purpose

flight a journey made on an aircraft

franchisee buyer; individual business operator

franchisor brand owner

holidaymaker a person who is away from home on holiday

Inclusive tour (IT) a term used in the travel industry to refer to a package which includes travel, hotel and often other services as well

itinerary a plan of a journey showing the route and places to be visited

leisure the time when you are not working and are free to do what you want to do

location the place where something happens or where something is situated

long-haul long-distance (travel)

occupancy rate the number of its rooms which a hotel is able to fill

off-peak period of time when there is little demand for a service, thus often making it cheaper than usual

off-season part of the year when few people go on holiday, thus making travel cheaper than usual

overnight during the whole night

package holiday/tour (see inclusive tour)

peak (time) time when there is most demand for a product or service, and when consequently prices are at their highest

pressure group an organized group of people whose aim is to persuade government or others in authority to take a particular course of action

private sector the part of a country's economy which is not controlled or supported financially by the government

public sector the part of a country's economy which is controlled or supported financially by the government

resort a place to which large numbers of people go on holiday

seasonal only happening at certain times of the year, e.g. at Christmas; during the summer

seat allocation the giving of a seat, to a particular person, (e.g. on an aircraft)

short-haul travel over a short distance

tour-guide a person employed by a travel organization to show and interpret tourist attractions to tourists

tourism the business of providing services for people on holiday

tourist a person who visits places for pleasure and interest

tour operator a travel organization which arranges tours

tourist board a government agency which is responsible for promoting tourism

travel agent/ shop a retail store which sells flights, package holidays, etc.

trip a journey made to a place and back again

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Навчальне видання

Тестові завдання з дисципліни “Іноземна мова професійного спрямування” (англійська мова) для організації практичної роботи студентів 1 курсу денної форми навчання спеціальності 6.030601 – “Менеджмент готельного, курортного і туристського сервісу”.

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Редактор: М.З. Аляб'єв

Комп'ютерна верстка: Н.В. Маматова

План 2009, поз. 597М

Підп. до друку 13.03.2009	Формат 60×84 1/16	Папір офісний
Друк на ризографі	Умовн.-друк. арк. 2,4	Обл.-вид.арк. 3,0
Тираж 100 прим.	Замовл. №	

61002, м. Харків, ХНАМГ, вул.. Революції, 12

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